

Property Maintenance Guide

February 2010
www.bayside-wi.gov

About Bayside

Your Government

e-Government

Village Services

Resources



Calendar



Agendas / Minutes



Inspections



Permits & Apps.



Code & Ordinances



Garbage & Recycling



Yard Waste



Contact



Village Strategic Initiatives



- Fiscally Sound
- Aesthetic Appeal
- Quality Service Delivery
- Communication
- Environmentally Responsible



**BAYSIDE
BUZZ**



**CITIZEN REQUEST
MANAGEMENT CENTER**



E-Notify



**E-SURVEY
VILLAGE WEB SURVEYS**



**NO
SOLICITATION
LIST**



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Property maintenance starts with CRM!

Citizen Request Management Center @ www.bayside-wi.gov

Keeping Bayside beautiful

Property maintenance is an ongoing concern for the Village; and as a resident, it should be important to you, too. Working to maintain your home means protecting your investment and keeping your neighborhood vibrant and appealing for potential newcomers and visitors alike.



Various ordinances regulate different aspects of property maintenance in the Village. This booklet will help spell out the main points, but you can read all of the Village's ordinances in their entirety online at www.bayside-wi.gov. You can also call Village Hall with questions at 351-8811.

From A to Z...

The Citizen Request Management Center allows residents to voice their concerns about a wide array of property maintenance and other issues.

To use the CRM, go to the Village's website, www.bayside-wi.gov, click on the CRM icon at the left of the page and then select the category of your concern (e.g., Mulch Delivery or Dilapidated structure.) Next, fill out your contact information and provide us with a brief description of your problem. The CRM will automatically send an email to the appropriate department, and you will be given a number to track the status of your request. You may fill out the form anonymously, but you will not be able to receive updates on the status of your request without providing contact information.

VILLAGE of BAYSIDE Citizen Request Management Center



✓ **E-SURVEY**
VILLAGE WEB SURVEYS

🚫 **NO SOLICITATION LIST**

🔍 **Google™ Custom Search**

Welcome to the Village of Bayside Citizen Request Management (CRM) Center:

The Village of Bayside CRM Center is an online service that allows village residents & businesses to notify village officials of potential problems, concerns or areas of improvement. Furthermore, it allows residents & businesses to track their request as it is being reviewed and addressed.

New Users:
To use this service, begin by selecting a topic from the lists provided below. Once a topic is chosen, your request may be submitted to that topic, or you may select a specific sub-topic.

Returning Users:
If you have already posted a request, you may check on the request's status or submit additional information to the request by entering your email address and request number in the box entitled "Check Request Status".

Suggestions:
Please [contact us](#) with suggested improvements to this site.

<p>Environmentally Responsible</p> <ul style="list-style-type: none"> <input type="radio"/> Suggestions <input type="radio"/> Dog Waste Stations <input type="radio"/> Energy Efficiency <input type="radio"/> Yard Waste Mulch <p style="text-align: right;">Continue</p> <p>Communications</p> <ul style="list-style-type: none"> <input type="radio"/> Web Site 	<p>Quality Service Delivery</p> <ul style="list-style-type: none"> <input type="radio"/> Elections <input type="radio"/> Licensing <input type="radio"/> Police Department <input type="radio"/> Municipal Court <input type="radio"/> Parks & Recreation <input type="radio"/> Senior Services <input type="radio"/> Public Works <input type="radio"/> Employee Recognition/Concern
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✉ **BAYSIDE BUZZ**

💡 **CITIZEN REQUEST MANAGEMENT CENTER**

✉ **E-Notify**

CRM Quick Contact:
buzz@bayside-wi.gov || 351-8811 x107

Question/Issue	Answer/contact person	For more information
I have a property maintenance request or issue. Where can I submit it?	Use the CRM or call Village Hall.	http://crm.bayside-wi.gov or 351-8811.
I need to do some digging on my property.	Call Diggers Hotline first.	1-800-242-8511 or www.diggershotline.com
I need to report a dead tree.	Use the CRM or call Village Hall.	http://crm.bayside-wi.gov or 351-8811.
Where can I get mulch for landscaping on my property?	Mulch is available for free at the Environmental Corridor, 201 E. Fairy Chasm Road. Help yourself.	Pick it up for free, or visit Village Hall to schedule a delivery. Deliveries cost \$75 per load.
When is my garbage collected?	Garbage collection is on Mondays or Tuesdays, depending on where you live.	To see the schedule for your home, visit www.bayside-wi.gov and click on "Garbage and Recycling" on the left side.
Where can I get rid of appliances, tires, batteries, construction material, large items or hazardous materials?	Call Veolia Environmental Services	(262) 242-7062; N104 W 13075 Donges Bay Rd Germantown, WI 53022
I'm planning to do some work on my house. Do I need to obtain a permit first?	Most work requires a permit. Projects that require a permit include: building additions, electrical work, foundation work, HVAC work, plumbing work and remodeling work.	Turn to page 6, visit www.bayside-wi.gov/bayside-egovt.cfm?id=28 , or stop by Village Hall. All permit forms are available online.
My neighbor hasn't mowed their grass all summer. What can I do?	Use the CRM to report it. Ordinance allows grass to be up to five inches tall. If the grass exceeds that height, the owner will have five days to mow it. After five days, the Village will mow it at the owner's expense.	http://crm.bayside-wi.gov or 351-8811.
What do I do with leaves in the fall?	Leaves must be raked into piles at the side of the road or bagged. Please do not mix leaves with other yard waste. Leaves cannot be raked into the road.	The leaf collection schedule will be posted in advance on the Village's web site: www.bayside-wi.gov .
What plants are deemed noxious weeds in Bayside, and what can I do about them?	The Village's noxious weeds ordinance includes Canada Thistle, Leafy Spurge and Field Bindweed.	Instructions on how to identify and manage them can be found on Page 8.
What do I do about a dead animal on or near my property?	Dead animals can be thrown out with your trash. Residents may request that DCUS remove dead animals larger than 40 pounds.	http://crm.bayside-wi.gov or 351-8811.

Question/Issue	Answer/contact person	Contact information
I'm worried that plows might hit my mailbox. What can I do?	Make sure to shovel out around the mailbox so drivers can see it.	http://crm.bayside-wi.gov or call 351-8811.
My neighbor's driveway looks like a used car lot. What are the rules regarding parked vehicles? What can I do?	Village ordinances regulate the number and type of vehicles that may be kept on a property and for how long. Police may ticket ordinance violators.	Click on "Village Code" under e-Government to read the applicable ordinances. Call the Police Department for more information at 351-8800.
My neighbor has had a large storage bin or dumpster on his property for weeks. Is this legal?	As long as your neighbors are actively working on a home project, it is legal.	Call Independent Inspections at 1-800-422-5220 or Village Hall at 351-8811 to find out if there is an active, permitted project.
How do I get my branches or brush picked up?	The Village collects yard waste. To see the schedule, visit the web site.	The direct link is: http://www.bayside-wi.gov/cm/PDFs/2009%20Collection%20Schedule.pdf
What items does the Village collect in terms of yard waste?	Currently, Bayside provides curbside collection of leaves, fruit debris, garden debris, twigs and brush. The Village does not pick up grass clippings, thatch, sod, or contractor-generated landscaping debris. If you utilize a lawn service, landscape contractor, tree service, etc., you must make arrangements with them to dispose of debris from their work.	http://www.bayside-wi.gov/bayside-egovt.cfm?id=96
How can I find out about any recent changes or season-specific requests from the Village?	Sign up for the Bayside Buzz	www.bayside-wi.gov
I have a question about a fence between my property and my neighbor's.	Check the Village ordinances online, call Village Hall or use the CRM.	Visit www.bayside-wi.gov and click on "Village Code" under the "e-Government" tab at the top of the screen.
What should I do about pet waste?	Bring a bag with you when you take your dog on a walk. Dispose of it in the trash. Keep pet waste away from your vegetable garden, your compost pile and anywhere children play. Do not dispose of pet waste near storm drains.	http://www.bayside-wi.gov/cm/PDFs/DOC103009-003.pdf .

General Property Maintenance

Quick Points to Remember:

- There is no dumping allowed in the Village
- Keep weeds maintained and cut on your property
- Burning is prohibited in the Village
- The Village does not pick up contractor-generated debris
- Check mailbox posts to make sure they are placed properly and report any damages to DCUS (351-8811), extension 105.
- Boats, motor homes and trailers can only be stored on your driveway on a temporary basis from April 15 through October 31

Boats, Motor Homes & Trailers – Storage

Boats, motor homes and trailers may be kept in your driveway, temporarily, from April 15 through October 31 of each year, if they are being used and not simply stored. Other than this period of time, these must be stored out of sight or off your premises.



Lawn Services and Other Contractors

Please ask your contractor to park just off the edge of the road in front of your home to prevent any ruts to your neighbor's property. Also, please remember that the Village does not pick up contractor-generated debris. Before you sign that contract, make sure it includes disposal of the waste generated by the project.

Weed Cutting

Noxious weeds must be kept off of your properties. These weeds include:

- Canada Thistle
- Leafy Spurge
- Field Bindweed

If these weeds are not maintained by the property owner, Department of Community and Utility Services crews are authorized to trim these weeds and the property owner will be assessed a charge for this service. See page 8 for more information.

Dumping

Ordinances prohibit dumping anything at the recycling center, in or near the ravines, or any lake bluff. Dumping damages our ravines and lake bluffs as well as disturb vegetation and water drainage.

Snow Plows and Mailboxes

From time to time, resident's mailboxes may be knocked down by snow plows. To ensure that this does not happen to you, please make sure your posts are sturdy and the mailbox is adequately placed out of the reach of snow plows.



Grass Length

Since the length of your grass could potentially adversely affect your neighbor's property value, Village residents must ensure that their grass does not exceed 5 inches at any point during the summer. If your grass exceeds 5 inches, Village code allows the owner to be cited and the DCUS to cut the grass at a charge to the resident.



Inspections and Building Permits

Permits

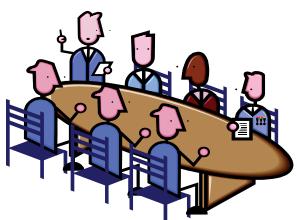
Residents should be aware that home improvements generally require permits. Please call the Inspection Department at 351-8811, extension 101, to verify that your improvement does indeed need a permit.



If you find that your project requires a permit, you can obtain a permit online at the Village's website or you can stop into Village Hall to pick up the permit.

Architectural Review Committee (ARC)

Residents should also be aware that some projects need to be reviewed and approved by the Architectural Review Committee before a permit will be issued. The ARC meets the first and third Monday of each month, if necessary.



The deadline for submittal of a project for ARC consideration is two weeks prior to the meeting.

Forms available online

All necessary permits are available on the Village's website. The direct link is: <http://www.bayside-wi.gov/bayside-egovt.cfm?id=28>. There, you'll find links to building permits, conditional use permits, electric permits, electrician's license applications, plumbing permits, HVAC permits, code compliance permits, and more. If you have questions regarding the permit process or whether the project you're planning requires a permit or permits, please contact Village Hall at 351-8811, extension 101. Alternatively, you may drop by Village Hall to speak with a staff member about your plans.

Projects that need ARC approval:

- Accessory Structures
- Additions
- Decks
- Exterior Doors
- Fences
- Pools
- Railings
- Roofs (if aesthetic change)
- Permanent signs
- Windows (if changing size or style)
- Any other items that the ARC deems necessary to approve



Building Inspector hours:

Mondays, Wednesdays and Fridays
10 am to 11 am

Seasonal property maintenance tips

Spring:

- Inspect your roof for damaged shingles. Experts recommend replacing individual damaged shingles if they make up less than 20 percent of your roof, and re-roofing if they make up more than that.
- Inspect your home's interior and exterior surfaces, paying attention to deteriorating wood, caulking that needs replacing, and any place water or moisture can get into your home, including windows, vents, chimney areas, soffits and fascia.
- Check batteries on your smoke and carbon monoxide detectors and replace them as needed.
- Trim bushes and trees on your property, especially those that are close to or touching your home or garage.
- Pick up fallen branches, leaves and other debris on your lawn.



Summer:

- Check your air conditioner early in the season to make sure it's working properly.
- Vacuum the coils on the back of your refrigerator at least twice a year. This will help it run more efficiently.
- Make sure your sprinklers don't hit the house to ensure moisture doesn't enter your home in this manner.
- Keep up with your mowing. Village ordinances require home owners to keep grass trimmed to a length of 5 inches or shorter. If your grass meets or exceeds 5 inches, the Village may mow it at your expense.



Fall:

- Please place your leaves at the edge of your property along the edge of (but not in) the street.
- Check batteries on your smoke and carbon monoxide detectors and replace them as needed.
- Cover your room air-conditioning unit with an insulated cover both inside and outside your home, or remove it.
- Have a professional tune up your furnace for the winter heating season. A clean-running furnace can save you money on your heating bills.



Winter:

- Make sure holiday light cords have tight connections.
- Seal up drafty windows, doors and other potential spots for heat to escape. The savings can add up in a hurry!
- Inspect your chimney, and hire a chimneysweep to clean it if necessary. Creosote — a buildup of black or brown substances that occurs over time through the use of your fireplace — can create a fire hazard.



Lawn maintenance & tips identifying noxious weeds

Village ordinances ban property owners from having visible noxious weeds, including Canada Thistle, Leafy Spurge and Field Bindweed. Here's how you can identify these weeds. Getting rid of them will take some time if they get established, so be sure to pull them as soon as you spot them.

Canada Thistle

Canada thistle is a creeping perennial with horizontal, branching roots and usually occurs as a clump of stems. Seedlings need disturbed or cultivated earth with little to no competition and abundant sunlight. Mature plants can be from two to four feet tall. The spiny leaves are typically deeply lobed. Stems bear purple to pink flowers of 1/2-inch in diameter or slightly larger.



Field Bindweed

Field bindweed is a perennial creeping broadleaf weed that also spreads by seed. Seedling leaves are square with a shallow notch at the tip. Plants that sprout from creeping stems lack seed leaves. Leaves are attached to flat stalks. Stems may be several feet long and creep along the ground or climb plants. White to purplish white horn-shaped flowers open each morning and close each afternoon.



Leafy Spurge

Leafy spurge grows as groups of upright stems one to three feet tall. The stems are tough and woody, and frequently have many non-flowering branches. Bright yellow bracts appear in May, followed by true flowers emerging in mid-June. Mature leafy spurge stems change color from pale green in early summer to yellow or red in the fall. Leafy spurge can be distinguished from other plants by the white sap that will ooze from all parts of the plant when cut open.



Miscellaneous issues

Is Your Address Visible from the road?

Time is a critical factor when responding to an emergency situation. The more clearly we are able to identify your home or business address, the more quickly our crews will be able to arrive at your location and administer life-saving procedures.

So please, take a few minutes to make sure that your home or business address is displayed clearly. If your home or business is located a distance away from the roadway, please ensure that your address is clearly visible on your mailbox. In the event of an emergency, turn on the light adjacent to the entryway to your home or office to further illuminate your address marker.

Noisy Animals

Village ordinance prohibits excessively loud animals. In part, village ordinance states; "No person may own, keep, possess, harbor, or care for any animal which by making noise shall cause unreasonable annoyance or disturbance to persons in the neighborhood or vicinity."



Please make sure that you keep your pet's noise under control.

Burning

Rubbish, bonfires or open burning is prohibited without specific approval from the North Shore Fire Department.

Got the scoop?

Bayside ordinance requires pet owners to clean up after their pets when walking them. Please remember to bring a scooper, bag, or other such item when walking your pets. Ellsworth Park has two pet stations to deposit your pet waste bags.



Common code issues...

Among the most common code ordinances in terms of property maintenance in the village are:

- Grass/mowing issues;
- Unenclosed storage issues (cars, boats, trailers parked on grass areas — see page 10);
- Dead trees;
- Damaged fences (see page 10)

Here's a look at ways to stay ahead on your property maintenance and what to do if you receive a letter from the Village requesting action on one of these (or any other) property maintenance issues.

Grass/mowing issues:

Mowing regularly is the property owner's responsibility. This includes your lawn and ditch area. Some of these areas may not be easily accessible with a lawn mower, but they still require regular maintenance. Left unchecked, ditch areas can become breeding grounds for invasive species and weeds.

If you receive a letter regarding mowing, typically all that needs to happen to bring your property into compliance is to mow your lawn or ditch area. Make sure you mow it by the date printed in the letter you receive. If you don't get to it by then, the Village may mow it at your expense.



Dead trees:



Residents are responsible for cutting down and removing trees on their property that die. If a tree on Village property dies in your neighborhood, call Village Hall or visit the CRM to enter the tree into the Village's online tracking system. Once the Village hears from you, someone will inspect the tree and determine whether it is dead. Village crews will remove the tree if it is on Village property.

Questions about the Code?

You can read the Village's ordinances online at www.bayside-wi.gov. Under "E-Government," click on "Village Code." For newly adopted ordinances, click on "New Ordinances."

More common code issues ...

Damaged fences:

Many residents in the Village own split-rail or other wooden fences that will periodically require some maintenance, including replacing warped or damaged wood. If your fence suffers damage or deterioration, you likely will receive a letter from the Village requesting that you fix it. Please make an effort to maintain the fences on your property in accordance with Village code.



Did you receive a letter?

If you receive a letter from the Village regarding a property maintenance violation, it will spell out the steps you need to take to bring your property back into compliance. For example, if your grass exceeds the maximum allowable limit (five inches), you simply need to mow your lawn to bring it back into compliance. Make sure, however, that you take action before the date listed in the letter to ensure that the Village does not take further steps to address the issue. Using the lawn mowing example, if you do not mow your grass within five days of the date listed in your letter, the Village may mow your grass for you at a minimum charge of \$75 for the first hour and \$20 for every 15 minutes thereafter. If you have multiple issues to correct, you will need to take action on each item by the date mentioned in the corresponding letter. For example, if your grass needs to be cut and you have a dead tree on your property, you will have five days to mow your lawn but 10 days to have the tree removed. These time frames are set according to Village ordinance.

Unenclosed storage issues:

Residents may park vehicles unenclosed in their driveway, provided they are in regular use, as long as the number of vehicles does not exceed the number of licensed drivers who reside at the home. Boats and boat trailers are allowed to be parked unenclosed during the warmer months (April 15 to October 31), provided they are in regular use and not merely stored. Snowmobiles on trailers and snow plows may also be parked outside during the colder months (November 1 to April 15), provided they are in regular use and not merely being stored.



Something strange in your neighborhood?

Do you notice a potential code violation in your neighborhood? Use the CRM to report it! Log on to www.bayside-wi.gov and click on Citizen Request Management Center on the left side.